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N Brown Group plc
("N Brown" or "the Group")

Clare Empson appointed Chief Customer Operations Officer

N Brown Group plc, the inclusive fashion and homeware digital retail platform, is delighted to announce that Clare Empson has been promoted to the newly created role of Chief Customer Operations Officer.

Clare joined N Brown in January 2024 as Director of Supply Chain and is expanding her remit to lead the Customer Operations domain. The newly created role of Chief Customer Operations Officer includes responsibility for the overall customer journey and experience, including Supply Chain, Customer Service and Customer Insight, ensuring clear accountability for those areas that directly impact the customer experience across N Brown's retail brands.

Steve Johnson, Interim Chair and Group CEO at N Brown, said:

"At the heart of our strategic transformation is a commitment to aligning N Brown's structure with our customers' needs and elevating their experience as they interact with our brands. The creation of the new Chief Customer Operations Officer role, which I'm delighted Clare will be stepping into, directly addresses this fundamental objective, bringing responsibility for the entire customer journey under a single remit."

Clare Empson, Chief Customer Operations Officer at N Brown, said:

"I'm delighted to be taking on this new role at an exciting time for N Brown as we continue our evolution into a pureplay digital e-tailer, serving our loyal and otherwise underserved customers, offering them the best possible service at every stage of their journey."

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About N Brown Group

N Brown is a top 10 UK clothing and footwear digital retailer, with a home proposition, headquartered in Manchester and employs over 1,400 people nationwide. Through our strategic retail brands including JD Williams, Simply Be and Jacamo, we exist to make our customers look and feel amazing, and take great pride in passionately championing inclusion and serving the under-served. Our customer-first shopping experience, supported by our innovative financial services proposition, is designed to deliver choice, affordability, and value to our customers, and allows us to be truly inclusive and accessible.